

List of Publications



California Department of Consumer Affairs Policy and Publications Development Office May 2006

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PUBLICATION TITLE	Revise Date	Language	On Internet?	No. Requested
ACCOUNTANCY, BOARD OF				
California Board of Accountancy	Aug-05		Y	
ACUPUNCTURE BOARD				
A Consumer 's Guide to Acupuncture & Oriental Medicine	Aug-05		Y	
ARCHITECTS, BOARD OF				
Consumer's Guide to Hiring an Architect	N/A		Y	
ARBITRATION CERTIFICATION PROGRAM				
Lemon-Aid for New Car Buyers	N/A	Can, S	Y	
AUTOMOTIVE REPAIR, BUREAU OF				
A Consumer's Guide to Automotive Repair in California	N/A	S	Y	
Breathe Easier 1/2 Page Flier	Mar-06	S	N	
Breathe Easier Pamphle	May-06	S	N	
Breathe Easier Poster	Jan-06	S	N	
Consumer Assistance Program Application	Mar-04	S	Y	
Engine Change Guidelines	Jan-94		N	
Gearing up for Automatic Transmission Repair	N/A		N	
Get Winterized: Winter Driving Tips	N/A		Y	
Summer Driving Tips	N/A		Y	

* A=Armenian Can= Cantonese Ch=Chinese Cam=Cambodian F=Farsi Hm=Hmong K=Korean M=Mandarin R=Russian S=Spanish T=Tagalog
Th=Thai V=Vietnamese

BARBERING & COSMETOLOGY, BOARD OF				
About the Board-Consumer Information Sheet	Aug-04		Y	
Barbering Fact Sheet	Aug-04		Y	
Chemical Hair Care Services Fact Sheet	Aug-04		Y	
Complaint Fact Sheet	Aug-04		Y	
Consumer Guide to Barbering and Cosmetology Services	N/A		Y	
Electrology Fact Sheet	Aug-04		Y	
Esthetics Fact Sheet	Aug-04		Y	
In-Home Services Fact Sheet	Aug-04		Y	
Manicure and Nail Salon Services Fact Sheet	Aug-04		Y	
MMA Fact Sheet	Aug-04		Y	
Same-day Services Fact Sheet	Aug-04		Y	
Whirlpool Footspa Fact Sheet	May-02		Y	
BEHAVIORAL SCIENCES, BOARD OF				
MFT/LCSW Continuing Education	Jan-06		Y	
Professional Therapy Never Includes Sex	N/A	S	English only	
CEMETERY AND FUNERAL BUREAU				
Guide to Cemetery and Funeral Purchases	May-02	S	English only	
CONTRACTORS STATE LICENSE BOARD				
A Consumer's Guide to Asbestos	Apr-01		Y	
A Consumer's Guide to Filing A Small Claims Court Const. Claim	Feb-04	S	N	
A Consumer's Guide to Filing Construction Complaints	May-00	A, S	Y	
A Guide to Contractor License Bonds	Dec-03		Y	
A Homeowner's Guide to Preventing Mechanic's Liens	Jun-04	S	N	
Advertising Guidelines for Contractors	Jan-05		Y	
After a Disaster-Don't Get Scammed!	Oct-03		Y	
Before You Dive Into Swimming Pool Construction	May-03		Y	
Blueprint for Becoming a California Licensed Contractor	Jan-05		Y	
Building Your Career as a CA Licensed Contractor	May-00	A, S	Y	
Choosing the Right Landscaper	N/A		Y	
CSLB Publication Order Form	Feb-05		Y	
Description of Classifications	Jan-03	S	Y	

Home Improvement Contracts	N/A		Y	
Mandatory Arbitration Program Guide	Jan-06		Y	
Owner/Builder Flyer	Jun-04		Y	
Terms of Agreement: A Consumer's Guide to Home Improvement Contracts	Jan-06		Y	
Tips for Hiring a Roofing Contractor	Dec-05		Y	
Traveling Contractor Scams Tip Sheet	Mar-05		Y	
Voluntary Arbitration Program Guide	Jan-06		Y	
What Seniors Should Know Before Hiring A Contractor	Sep-02	S	Y	
What You Should Know Before You Hire A Contractor	N/A	Ch, K, S, T, V	Y	
DENTAL BOARD OF CALIFORNIA				
CA Dental Corps Loan Repayment Program	Jun-05		Y	
Dental Materials Fact Sheet	May-04	M, S	Y	
ELECTRONIC AND APPLIANCE REPAIR, BUREAU OF				
Consumer Guide to Electronic and Appliance Repair	Jan-04	S	Y	
PDA Fact Sheet	Jul-01		Y	
Repair Service Tips	Jun-01		Y	
A Consumer Guide to Service Contracts	Jun-01		Y	
Consumer Tips on Product Service Contracts	Jan-04		Y	
ENGINEERS AND LAND SURVEYORS, BOARD FOR PROFESSIONAL				
A Guide for Consumers	N/A		Y	
What You Should Know Before You Hire a Professional Eng/Land Surv	N/A		Y	
GENERAL INFORMATION/MISC.				
Advertising Fact Sheet	N/A		Y	
Basic Facts About Telemarketing	Jan-04		Y	
Be Smart Buy Smart: Door-to-Door Sales	Feb-06	S	English only	
Be Smart Buy Smart: Mail Order	Feb-06	S	English only	
Be Smart Buy Smart: Prizes and Gifts	Feb-06	S	English only	
Be Smart Buy Smart: Refunds	Feb-06	S	English only	

Be Smart Buy Smart: Sweepstakes, Contests, and Lotteries	Feb-06	S	English only	
California Patient's Guide	Jan-91		Y	
California Tenant's Guide	Jun-03		Y	
Complaint Mediation Program	N/A	S	Y	
Consumer Information Center Pamphlet	Nov-05	S	Y	
Consumer Law Sourcebook for Small Claims Court Officers	Jun-05		N	\$40 per copy
Consumer Resource and Referral Guide	Jun-96		Y	
Consumer Self-Help Tips and Resources	Jun-04	S	Y	
DCA Fact Sheet-Advertising	Aug-99		Y	
DCA General Booklet	Apr-06	S	Y	
DCA Fact Sheet-E-Commerce	Aug-99		Y	
Memberships in Health Clubs, Spas, and Studios	Jun-05		Y	
Small Claims Courts Do's and Don'ts	Jan-02		Y	
GEOLOGISTS AND GEOPHYSICISTS, BOARD OF REGISTRATION FOR				
Consumer Guide to Geological and Geophysical Services	NONE		Y	
Student Guide to Geologic Licensure in California	NONE		Y	
Student Guide to Geophysical Licensure in California	Jan-99		Y	
Tasks of a Professional Geologist	Dec-04		N	
HEARING AID DISPENSERS BUREAU				
Consumer Concerns (info sheet 3)	N/A		Y	
Consumers and the 30-Day Warranty on Hearing Aids	Jul-99		Y	
Do You Need to Buy a Hearing Aid? (info sheet 1)	N/A	Ch, S	Y	
Sound Advice About Hearing Aids	Apr-06		Y	
Hearing Aid Dispensers Bureau Complaint Process	Jul-99		Y	
Mail Order/Internet Hearing Aids (info sheet 5)	N/A		Y	
Symptoms of Hearing Loss (info sheet 2)	N/A		Y	
Three-Day Cancellation Requirements for Out-of-Office Sales	Feb-01		Y	
Understanding the Audiogram (info sheet 4)	N/A		Y	
HOME FURNISHINGS & THERMAL INSULATION, BUREAU OF				
Consumer Tips on Magnetic Mattress Pads	N/A		Y	
Open Flame Safety Standards for Mattresses	Sep-04		Y	

What You Should Know Before You Buy a Rebuilt Mattress	Mar-99		Y	
What's in a Label?	N/A		Y	
LANDSCAPE ARCHITECTS				
Consumer's Guide to Hiring an Architect	N/A		Y	
Selecting a Landscape Architect for Residential Projects	N/A		Y	
LEGAL GUIDES				
Checklist of Significant California and Federal Consumer Laws (M-1)	Dec-95		Y	
Consumer Rights in Electronic Fund Transfers (CR-6)	May-03		Y	
Consumer Transactions With Statutory Contract Cancellation Rights (K-6)	Jan-99		Y	
Consumers Right to Cancel Home Solicitation Contracts (K-9)	Nov-96		Y	
Credit Repair Services (CR-9)	Oct-96		Y	
Display of Return Policy by Retail Sellers (S-6)	Apr-91		Y	
FAQs and Tips on Gift Certificates and Gift Cards (S-11)	Jan-04		Y	
Homeowner's Right to Cancel (K-10)	Jan-97		Y	
How to Correct a Credit Card Billing Error (CR-8)	Nov-02		Y	
How to Get Back Possessions You Have Left in a Rental Unit (LT-4)	Oct-96		Y	
How to Withhold a Payment on a Credit Card (CR-7)	Nov-02		Y	
Overview of California's Health Studio Services Contract Law (W-10)	May-03		Y	
Privacy Rights: Payment by Check or Credit Card (P-2)	Sep-96		Y	
Regulation of Homestead Filing Services (H-1)	Apr-03		Y	
Rent-to-Own Transactions in California (S-10)	Oct-98		Y	
Rules for Promotional Giveaways (U-1)	Aug-95		Y	
Rules for the Operation of Contests and Sweepstakes (U-3)	Jan-99		Y	
Rules on Conditional Offer of Prizes or Gifts (U-4)	Jan-90		Y	
Rules Prohibiting Lotteries (U-2)	Jan-99		Y	
Spanish Language Translations of Consumer Contracts (K-4)	Jan-02		Y	
Summary of Fair Debt Collection (Legal Guide DC-2)	Sep-02		Y	
Understanding Consumer Vehicle Leases (L-6)	Oct-98		Y	

What to Do If You Receive Demand for Payment (DC-1)	Oct-02		Y	
When a Tenant's Personal Property has Been Left in a Rental Unit (LT-5)	Oct-96		Y	
When You Decide to Improve Your Home (K-3)	Oct-96		Y	
MEDICAL BOARD				
A Patient's Guide to Blood Transfusions	Aug-99		Y	
A Woman's Guide to Breast Cancer Diagnosis and Treatment	Jan-95	Ch, K, S, R, Th	Y	
How Complaints are Handled	Mar-03	S	Y	
Information and Services for Consumers	Jul-04	S	Y	
Information on Informed Consent	N/A		Y	
Most Asked Questions About Medical Consultants	Mar-02	S	Y	
Physician Diversion Program	Jun-05		Y	
Questions and Answers About Investigations	Mar-03	S	Y	
Things to Consider Before Your Silicone Implant Surgery	Apr-99		Y	
Tip Sheet	Jan-00	A, Ch, Hm, K, R, S, V	Y	
What You Need to Know About Prostate Cancer	Jul-05	S	Y	
OPTOMETRY, BOARD OF				
Focus On Your Eyes-English	Apr-06	S	Y	
PHARMACY, BOARD OF				
14 Reasons to Talk to Your Pharmacist	Jun-05	S	Y	
Antibiotics: A National Treasure	Apr-05		Y	
Children and Their Medicines	Apr-06		Y	
Do You Have A Complaint?	N/A	S	Y	
Do You sometimes Forget to Take Your Medicines?	Apr-06		Y	
Facts About Older Adults and Medicines	Jun-05	S	Y	
Generic Drugs: High Quality, Low Cost	N/A		Y	
How and When Do I Talk About My Prescriptions?	N/A		Y	
If You Don't Know, Ask	N/A	Ch, K, S, V	Y	
Is Your Medicine in the News?	N/A		Y	
Key Facts About Emergency Contraception	Jul-04	A, Ca, Ch, F, K, Hm, R, T, V	Y	
Lower Your Drug Costs	N/A		Y	
Medicare Part D: Selecting a Prescription Drug Plan	Apr-06		Y	

Notice to Consumers	Jan-02	Ch, K, R, S, V	Y	
Personal Medical Information	N/A	S	N	
Prescription Drug Discount Program for Medicare Recipients	Jun-05		Y	
Reasons to Talk to Your Pharmacist About Your Child's Medications	Jun-05	S	Y	
The Best Way to Take Your OTC Pain Reliever? Seriously (Federal)	N/A		Y	
The New Drug Facts Label	Jan-02		Y	
Things You've Always Wanted to Know...But Were Afraid to Ask	N/A	S	Y	
Tips to Save You Money When Buying Prescription Drugs-English	Jun-05	Ch, S, V	Y	
What You Should Know...Buying Drugs From Foreign Countries or Over the Internet	Sep-03	Ch, S, V	Y	
PODIATRIC MEDICINE				
Consumer Complaint Form	Apr-98		Y	
Information for Consumers	Mar-05	S	Y	
Information for Consumers-Important Numbers and Addresses	Feb-05		Y	
Information for Health Facilities	Jan-06		Y	
Information on Advertising	Aug-02		Y	
Prohibited Referrals	Jul-98		Y	
PRIVACY PROTECTION, OFFICE OF				
Top 10 Tips for Identity Theft Protection (CIS 1)	Feb-06	Ch, S	Y	
Your Financial Privacy (CIS 2)	Jul-04	Ch, S	Y	
Identity Theft Victim Check List (CIS 3)	Feb-06	Ch, S	Y	
Requesting Info. On Fraudulent Accounts (CIS 3A)	Feb-06	Ch, S	Y	
Your Social Security Number: Controlling the Key to ID Theft (CIS 4)	Mar-04		Y	
Leave me Alone: How to Slow the Flow of Unwanted Communications (CIS 5)	Feb-06	Ch, S	Y	
Your Patient Privacy Rights: English (CIS 7)	Apr-03	Ch, K, S, V	Y	
How to Use the California ID Theft Registry (CIS 8) w/forms	Apr-03		Y	
Protecting Your Child's Privacy Online (CIS 9)	Jul-04		Y	
How to "Freeze" Your Credit Files (CIS 10)	Feb-06	Ch, S	Y	
How to Order Your Free Credit Reports (CIS 11)	Feb-06	Ch, S	Y	
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR				

Notice and Explanation of Student Rights Under STRF	Jan-02	S	Y	
Private Postsecondary Educational Opportunities in CA	Jan-06	S	Y	
Student Tips	NONE		Y	
Student Tuition Recovery Fund (STRF) Application	Jan-02		Y	
The ABCs of Choosing a Postsecondary School	NONE		Y	
PROFESSIONAL ENGINEERS AND LAND SURVEYORS, BOARD FOR				
A Consumer's Guide	Jun-05		Y	

SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF				
Alarm Company Fact Sheet	Aug-02		Y	
Complaint Form	Jan-01		Y	
Consumer Guide to BSIS	Sep-96	S	Y	
Firearms Requirement Fact Sheet	Aug-02		Y	
Hiring Security Services	Aug-00		Y	
Locksmith Fact Sheet	Aug-02		Y	
Private Investigator Fact Sheet	Aug-02		Y	
Private Patrol Operator Fact Sheet	Aug-02		Y	
Repossession Agency Fact Sheet	Aug-02		Y	
Request for Forms/Publications	N/A		Y	
Security Guard Fact Sheet	Nov-04		Y	

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY BOARD				
A Consumer Guide to Audiology	Apr-00		Y	
A Consumer Guide to Speech-Language Pathology	Apr-00		Y	
Consumer Complaint Process	N/A	S	Y	
Continuing Professional Development/ FAQs	Feb-06		Y	
Planning to Start Your Required Professional Experience for SLPAB Licensure?	Dec-02		Y	
Planning to Supervise a Speech-Language Pathology or Audiology Aide?	Apr-02		Y	
Planning to Supervise an RPE?	Oct-05		Y	
Preparing to Start Your Professional Experience	Feb-06		Y	

STRUCTURAL PEST CONTROL BOARD				
Exterminating Termites-Fact Sheet	Jul-95		Y	
Fumigation for Pest Control	N/A		Y	
General Information A to Z	N/A		Y	
Household Pest Control	N/A		Y	
Structural Pest Control Inspections	Jul-03		Y	
TELEPHONE MEDICAL ADVICE SERVICES BUREAU				
TMAS-Telephone Medical Advice Services	N/A		N	

VETERINARY MEDICAL BOARD				
Sharing the Responsibility of Your Pet's Health	Jan-02		Y	
The Veterinary Healthcare Team	Jan-02		Y	
Veterinary Medical Board: Consumer Protection Agency	Jan-02		Y	



